

Non-Conformance Report		NCR 788		
Raised by: JASON LOADER		Source: TRANSNORTH		
Non-Conforming Dept./Supplier:		Sheet No. 1 of 1		
Product/Service: D206-628-011-012		Date: 04.08.31		
Area of Standard:		Priority: HIGH LOW		
Section A Description of Non-Conformance CRACK ORIGINATING AT STEP TO BRACKET WELDMENT				
Documents: P/O Invoice W/O Batch No. TSR Drawing				
Forward to Director, Quality Assurance on completion of this box				
DQA: Section B: Indicate who is responsible for creating C/A, and a completion date. Section C: Indicate who will verify completion of C/A.				
Section B		Responsible for Investigation/CA: Bill Beckett To be done by: Feb 18/05		
Corrective Action				
No	Initial	Action Description	Responsible Due date Sign/Date	
1.		SEND CUSTOMER REPLACEMENT STEPS		
		ENSURE A THOROUGH VISUAL INSPECTION OF THE STEP BRACKET WELDS BEFORE SHIPMENT (Bill & Dan) ✓	DANIELLE B	04/09/01
2.		HAVE CUSTOMER RETURN DAMAGED STEPS ✓	DANIELLE B	04/09/01
3.		ENSURE REMAINING STEPS IN INVENTORY ARE THOROUGHLY INSPECTED PRIOR TO SHIPMENT	BILL B.	QUANTIFIED
4.		CUT BRACKET SECTIONS OF STEP (APPROX 1" EITHER SIDE OF BRACKET) SEND SECTIONS TO EAGLE	DAN S.	✓
5.		EVALUATE DESIGN AND WELDING PARAMETERS OF STEPS AND CLAMPS	DAVID S.	✓
		Open CAR #180 to	JASON L.	✓
6.		Open CAR #180 to resolve issue	Peter Hum	✓
		Bill		
Preventive Action Required: NO YES #		Fault Category: Engineering Design.		
Section C		Responsible for Verification of CA: [Signature]		
Verification of C/A				
No	Verification Method	Sign	Date	
	Open CAR #180 to resolve issues at PH and give to Peter Hum. Engineering Design.	[Signature]	05/01/06	
		Forward to DQA on Completion of Verification		
		DQA: [Signature]		
		Date: 05/01/06		
QA Purposes only		N/C Closed 05/01/06 Date 05/01/06		

DART AEROSPACE LTD
1270 Aberdeen Street
Hawkesbury, Ont., K6A 1K7
Canada

INVOICE #: 14202

Page: 1

Trans North Helicopters

P.O. Box #8

Whitehorse YT Y1A 5X9

Ship to:
Trans North Helicopters

115 Range Road

Whitehorse YT Y1A 5X9

Date: 08/10/04	Terms: 0/ 0/ N30	Due: 09/09/04	PO#: WARRANTY
Ship Via: FEDEX	FOB:	Packing Slip #:	3004373

Description	Ordered	Shipped	Unit Price	Extended
Heli-Access-Step LH Item #: D206-628-011	1.0	1.0	0.00	0.00

Tel: (613) 632-3336
Fax: (613) 632-4443
email: heli@dartaero.com
web: www.dartaero.com

GST Registration # 10127 2607 RT
PST/TVQ Exemption #
Remittance of Applicable Provincial
Sales Tax is the responsibility of
the purchaser (excl Ontario).

Subtotal:	0.00
GST:	0.00
PST/TVQ:	0.00
TOTAL:	0.00
Amount due:	0.00

Code: TNOR
OE No. 3004373

Contract Review Form

Quotation Date: 10/AUG/2004.
Order Date: 10/AUG/2004
Shipping Date: A.S.A.P.
Prepared by: P.M.S.D.
Ordering Company: TransNorth
Phone No: 1-867-668-2177

No: C9758

RA No: _____

NCR No: _____

Incoming: Phone: ☒ Fax: ☒ Email: ☒

Contact: Pat Howell

Fax: 1-867-668-3420

Email: _____

Billing Address: Same

Shipping Address: Trans North Helicopters.
115 Range Road.
Whitehorse, YT Y1A 5X9.

Purchase Order No: Warranty.

IRS/ABN No: uh

Method of Payment: uh Credit Card No: uh

Freight: Fed Ex
Service: Prepaid Ppd & Chg Collect Acct No: uh \$ uh

P/O Acknowledgement: uh P/O Rev: uh

Qty	Part Number	Description	Batch	Disc.	List Price	Discount Price
1	D206-628-011	Step.	019467		960	N/C

Notes: Warranty

Quote/Tender Review:

Inventoried Product

VP Marketing: uh
Or delegate

Non-Inventoried Product/Custom Mfg.

VP Marketing: X
Mfg. Mgr: X
Design Mgr: X
DQA: X

Engineering Services

VP Marketing: X
Design Mgr: X
DQA: X

QEM or Quotes/Orders over \$25 000 (US)

VP Marketing: X
VP Finance: X
DQA: X

Order Review:

VP Marketing uh
Or delegate

Peggy McDonald

From: "Jason Loader" <jloader@eaglecopters.com>
To: "Peggy McDonald" <peggym@dartaero.com>
Sent: Tuesday, August 10, 2004 11:42 AM
Subject: RE: Emailing: crack-flightstep21

Yes.
 Jason

-----Original Message-----

From: Peggy McDonald [mailto:peggym@dartaero.com]
Sent: Tuesday, August 10, 2004 9:24 AM
To: Jason Loader
Subject: Re: Emailing: crack-flightstep21

We should sent a replacement correct????? Peggy

----- Original Message -----

From: "Jason Loader" <jloader@eaglecopters.com>
To: "Peggy McDonald" <peggym@dartaero.com>
Sent: Tuesday, August 10, 2004 9:49 AM
Subject: RE: Emailing: crack-flightstep21

> I've sent an E-mail to Danielle to have her issue a Return Authorization
 for
 > this step

> Jason

> -----Original Message-----

> **From:** Peggy McDonald [mailto:peggym@dartaero.com]
 > **Sent:** Monday, August 09, 2004 2:27 PM
 > **To:** Jason Loader
 > **Subject:** Re: Emailing: crack-flightstep21

> I think we should replace the step to keep the customer happy. Ask
 Danielle
 > to send a replacement step P/N D206-628-011 and issue the RA - Contact
 Pat

> Howell - Tran North Helicopters.

> Thanks

> Peggy

> ----- Original Message -----

> **From:** "Jason Loader" <jloader@eaglecopters.com>
 > **To:** "Peggy McDonald" <peggym@dartaero.com>
 > **Sent:** Monday, August 09, 2004 3:47 PM
 > **Subject:** RE: Emailing: crack-flightstep21

>
>
>> It may be easier and faster if they have access to an approved welding
> shop
>> to weld repair the crack. It looks as though the failure was due to a
weld
>> fault - crack originates at a weld termination crater. If this is the
> case
>> then it would be a warranty issue, but it's hard to say for sure from a
>> photograph. For the relatively short life of the step, it may be best to
>> just replace the step and keep the customer happy. If you agree with me,
> let
>> me know and I will have Danielle issue a Return Authorization.

>>
>> Jason

>>
>> -----Original Message-----
>> From: Peggy McDonald [mailto:peggym@dartaero.com]
>> Sent: Monday, August 09, 2004 1:10 PM
>> To: Jason Loader
>> Cc: Danielle Bilodeau
>> Subject: Fw: Emailing: crack-flightstep21

>>
>>
>> Hi Jason,
>>
>> I received this email and a phone call from Pat Howell - this is a
picture
>> of CRACKED P/N D206-628-011 shipped in May - They need a replacement
step
>> asap - What do you think? Should a replacement be sent out and we will
> issue
>> a Return Authorization for the cracked step.
>> If this is acceptable, can you send an email to Danielle authorizing to
> send
>> a replacement.

>>
>> Thanks
>> Peggy

>>
>>
>>
>>
>>
>> ----- Original Message -----
>> From: "Pat Howell" <phowell@tntaheli.com>
>> To: <peggym@dartaero.com>
>> Sent: Friday, August 06, 2004 2:07 PM
>> Subject: Emailing: crack-flightstep21

>>
>>

Non-Conformance Report				NCR 788	
Raised by: <u>JASON LOADER</u>		Source: <u>TRANSNORTH</u>		Sheet No. <u>1 of 1</u>	
Non-Conforming Dept./Supplier:				Date: <u>04.08.31</u>	
Product/Service: <u>D206-628-011/-012</u>				Priority: <u>HIGH</u> LOW	
Area of Standard:		Section A			
QSI		Description of Non-Conformance			
QSP		CRACK ORIGINATING AT STEP TO			
QSPM		BRACKET WELDMENT			
Documents:					
P/O					
Invoice					
W/O					
Batch No.					
TSR					
Drawing					
Forward to Director, Quality Assurance on completion of this box					
DQA: Section B: Indicate who is responsible for creating C/A, and a completion date. Section C: Indicate who will verify completion of C/A.					
Section B		Responsible for Investigation/CA: _____ To be done by: _____			
Corrective Action					
No	Initial	Action Description	Responsible	Due date	Sign/Date
		- SEND CUSTOMER REPLACEMENT STEPS			
		- ENSURE A THOROUGH VISUAL INSPECTION			
		OF THE STEP BRACKET WELDS BEFORE			
		SHIPMENT	DANIELLE B	AUG 11/04	
		- HAVE CUSTOMER RETURN DAMAGED STEPS	DANIELLE B	AUG 11/04	
		- ENSURE REMAINING STEPS IN INVENTORY ARE			
		THOROUGHLY INSPECTED PRIOR TO SHIPMENT	BILL B.	SEPT 3/04	
		- CUT BRACKET SECTIONS OF STEP (APPROX 1"			
		EITHER SIDE OF BRACKET) SEND SECTIONS TO EAGLE	DAN. S.	SEPT 16/04	
		- EVALUATE DESIGN AND WELDING PARAMETERS	DAVID S.	OCT 4/04	
		OF STEPS AND CLAMPS	JASON L.	OCT 4/04	
		- IMPLEMENT NEW STEP MOUNT DESIGN			
		INTO STEPS	BILL B.	JAN 31/04	
Preventive Action Required: NO YES # _____			Fault Category: _____		
Section C		Responsible for Verification of CA: _____			
Verification of C/A					
No	Verification Method	Sign	Date	Forward to DQA on Completion of Verification	
QA Purposes only				N/C Closed	
				Date	

NCR 788

Raised by: TASON LOADER

Source: TRANSNORTH

Sheet No. \ of \

**Non-Conforming
Dept./Supplier:**

Date: 04.08.31

Product/Service: D206-628-011/-012

Priority: HIGH
LOW

Area of Standard:

Section A

QSI

Description of Non-Conformance

QSP

CRACK ORIGINATING AT STEP TO
BRACKET WELDMENT

QSPM

Documents:

P/O

Invoice

W/O

Batch No.

TSR

Drawing

Forward to Director, Quality Assurance on completion of this box

DQA: Section B: Indicate who is responsible for creating C/A, and a completion date. Section C: Indicate who will verify completion of C/A.

Section B

Corrective Action

Responsible for Investigation/CA: _____ To be done by: _____

No	Initial	Action Description	Responsible	Due date	Sign/Date
1	YR	SEND CUSTOMER REPLACEMENT STEPS			
		ENSURE A THOROUGH VISUAL INSPECTION OF THE STEP BRACKET WELDS BEFORE SHIPMENT	DANIELLE B.	AUG 11/04	
2	YR	HAVE CUSTOMER RETURN DAMAGED STEPS	DANIELLE B.	AUG 11/04	
3	YR	ENSURE REMAINING STEPS IN INVENTORY ARE THOROUGHLY INSPECTED PRIOR TO SHIPMENT	BILL B.	SEPT 3/04	
4	YR	CUT BRACKET SECTIONS OF STEP (APPROX 1" EITHER SIDE OF BRACKET) SEND SECTIONS TO EAGLE	DAN. S.	SEPT 16/04	
5	YR	EVALUATE DESIGN AND WELDING PARAMETERS OF STEPS AND CLAMPS	DAVID S.	OCT 4/04	05.0202
6	YR	IMPLEMENT NEW STEP MOUNT DESIGN INTO STEPS	JASON L.	OCT 4/04	R-JAN 31/05
			BILL B.	JAN 31/04	

Preventive Action Required: NO YES #

Fault Category:

Section C

Verification of C/A

Responsible for Verification of CA: _____

No	Verification Method	Sign	Date

Forward to DQA on
Completion of Verification

DQA: _____

Date:_____

QA Purposes only

N/C Closed

Date

Transnorth

Printed on:

July 06, 2011

Number NCR788	Status Closed	Owner Beckett, Bill	Raised Date 8/31/2004
Source Transnorth	Standard		Target Date 9/1/2004
Raised By Person Loader, Jason (508)	Severity	Raised Against (Department or Supplier) Engineering\Design	Fault Category
Audit			
Details Cracks originating at step to bracket weldment.			
Process		Product Service D206-628\D206-628-011/-012	
Document			Root Cause Engineering\Design
Closed By Beckett, Bill	Closed Date 1/6/2005	Resolution Warranty	

Target Date 9/1/2004	Owner Beckett, Bill	Closed Date 9/1/2004	Closed By Beckett, Bill
Details 1. Send customer replacement steps. Ensure a thorough visual inspection of the step bracket welds before shipment. Have customer return damaged steps R#3172. Ensure remaining steps in inventory are thoroughly inspected prior to shipment.3. Cut bracket sections of step (approx 1" either side of bracket) send sections to Eagle. Evaluate design and welding parameters of steps and clamps.			

Number	Owner	Target Date	Completed Date
Details	Response		

Target Date 9/1/2004	Owner Trepanier, Dale (551)	Closed Date 1/6/2005	Closed By Trepanier, Dale (551)
Details Open CAR#180 to resolve issue and gave to Engineering Design.			

Number	Owner	Target Date	Completed Date
Details		Response	